



## **MANAGER 2 and MANAGER 3, DEPARTMENT OF MOTOR VEHICLES**

**Agency Code: 3899 - Exam Code: 1PB04**

**This multi-level examination is for:**

**Class Code: 8740 Manager 2, DMV**

**Class Code: 8734 Manager 3, DMV**

<b>Department(s):</b>	Department of Motor Vehicles
<b>Opening Date:</b>	7/7/2011 11:04:00 AM
<b>Final File Date:</b>	Continuous
<b>Type of Examination:</b>	Departmental Promotional
<b>Salary:</b>	MONTHLY-RANGED-SALARY - \$3,660.00 to \$5,350.00
<b>Tenure/ Time-base:</b>	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
<b>Exam Type:</b>	State-wide

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### **EEO**

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

### **DRUG-FREE STATEMENT**

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

### **WHO SHOULD APPLY?**

Candidates who meet the minimum qualifications as stated below may apply for this examination at any time. Once you have obtained a score for any examination in this series, you may not compete for either examination in this series for six (6) months. All applicants must meet the education and/or experience requirements as stated on this examination announcement.

This is a Departmental Promotional examination for the **Department of Motor Vehicles**. Applicants must meet one of the following criteria in order to participate in this examination:

1. Must have a permanent civil service appointment with the Department of Motor Vehicles as of the final filing date in order to take this examination; or
2. Must meet the provisions of the State Personnel Rules 234, 235, or 235.2; or
3. Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or
4. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years, as defined in Government Code 18992; or
5. Must be a person retired from the United State military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defines in Government Code 18991.

For applicants under items 3, 4, or 5, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete.

Persons applying using Veterans experience must submit a copy of their DD 214 with their Standard State Application (STD. 678).

## FILING INSTRUCTIONS

**Final File Date: Continuous**

**Where to Apply:** Click on the link at the bottom of this bulletin.

## SPECIAL TESTING ARRANGEMENTS

If you are disabled and need special assistance or special testing arrangements, contact the CalHR, examination and Selection Services Section at (866) 844-8671, TTY (916) 323-6207, or via the California Relay Service for the deaf or hearing impaired from TTY Phones at 1 (800) 735-2929 or from voice phones at 1 (800) 735-2922.

## SALARY INFORMATION

Manager 2, Department of Motor Vehicles: \$3,660 – 4,449 per month  
Manager 3, Department of Motor Vehicles: \$4,402 – 5,350 per month

## ELIGIBLE LIST INFORMATION

A DEPARTMENTAL PROMOTIONAL, MERGED eligible list will be established by the Department of Motor Vehicles. The names of successful competitors will be merged onto the eligible list in order of final scores regardless of test date. Eligibility expires 24 months after it is established. Competitors must then retake the Training and Experience Evaluation to reestablish eligibility. Competitors may test once in a 6-month period.

## REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

**NOTE:** All applicants must meet the education and/or experience requirements as stated on this examination announcement as of the date the test is taken.

## MINIMUM QUALIFICATIONS

## **MANAGER 2, DEPARTMENT OF MOTOR VEHICLES**

### **EITHER 1**

One year of experience in the Department of Motor Vehicles performing the duties of a class with a level of responsibility equivalent to that obtained in the class of Manager 1, Department of Motor Vehicles.

### **OR 2**

Two years of experience in the Department of Motor Vehicles performing the duties of a class with a level of responsibility equivalent to that obtained in the class of Supervising Motor Vehicle Representative.

### **OR 3**

Four years of experience in work requiring a knowledge of the regulations of the State of California governing the registering of motor vehicles or the licensing of drivers, at least one year of which must have been in a managerial or supervisory position. (Experience in California state service applied toward the managerial or supervisory requirement must have been in a class with a level of responsibility not less than that of Manager 1, Department of Motor Vehicles. College education may be substituted for two years of general, nonsupervisory experience on the basis of one year of education for six months of experience.)

## **MANAGER 3, DEPARTMENT OF MOTOR VEHICLES**

### **EITHER 1**

One year of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager 2, Department of Motor Vehicles.

### **OR 2**

Two years of experience in the Department of Motor Vehicles performing the duties of a class at a level of responsibility equivalent to that obtained in the class of Manager 1, Department of Motor Vehicles.

### **OR 3**

Four years of experience in work requiring a knowledge of the regulations of the State of California governing the registration of motor vehicles or the licensing of drivers at least two years of which must have been in a managerial or supervisory position. (Experience in California state service applied toward the managerial or supervisory requirement must include at least one year in a class with a level of responsibility not less than that of Manager 2, Department of Motor Vehicles, or at least two years in a class with a level of responsibility not less than that of Manager 1, Department of Motor Vehicles. College education may be substituted for two years of general, nonsupervisory experience on the basis of one year of education for six months of experience.)

## **POSITION DESCRIPTION**

## **MANAGER 2, DEPARTMENT OF MOTOR VEHICLES**

Incumbents either (1) serve as a manager responsible for vehicle registration, driver licensing, and administrative activities of a small field office; or (2) serve as operations officer of a larger field office; or (3) in a staff or specialized headquarters assignment, perform technical or managerial duties comparable in difficulty to the other assignments at this classification level.

## **MANAGER 3, DEPARTMENT OF MOTOR VEHICLES**

Incumbents either (1) serve as a manager responsible for vehicle registration driver licensing, and administrative activities of a medium-sized field office; or (2) serve as operations officer of a larger field

office; or (3) in a staff or specialized headquarters assignment, perform technical or managerial duties comparable in difficulty to the other assignments at this classification level.

## EXAMINATION INFORMATION

### Training & Experience - Weighted 100%

The examination will consist of a Training and Experience Evaluation, which is the sole component of the Manager 2 and 3 examination. To obtain a position on the eligible list, a minimum score of 70% must be attained. An applicant will receive his/her score upon completion of the Training & Experience Evaluation.

[Click here to preview the Training and Experience Questionnaire.](#)

To take the actual exam, please click on the "**Click here to go to the Training and Experience Questionnaire for Manager 2 and Manager 3, DMV.**" link at the bottom of the bulletin.

## KNOWLEDGE AND ABILITIES

### Knowledge of:

1. The statutes, policies, and procedures pertaining to driver licensing and vehicle titling and registration.
2. The organization, functions, policies, and procedures of the Department of Motor Vehicles.
3. Security and confidential record policies and procedures.
4. Equal employment opportunity principles, regulations, and objectives for application to employment decisions and to ensure a hostile-free and equitable work environment.
5. The steps of progressive discipline to address performance issues.
6. Supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of staff.
7. The Americans with Disabilities Act to provide for reasonable accommodations and fair employment practices.

### Ability to:

1. Delegate work assignments and appropriate level of responsibility to staff.
2. Represent staff members by relaying concerns to (upper) management.
3. Evaluate and document the work of staff to ensure that it meets quality, quantity, and timeliness expectations.
4. Assess and identify staff training needs.
5. Manage and oversee the efficient operation of multiple work sections.
6. Develop and implement short- and long-term plans to meet program objectives.
7. Provide superior customer service by implementing continuous improvement practices within the work unit.
8. Evaluate problems and issues relating to work unit/office programs, procedures, business processes, and/or policies.
9. Deal with challenging customers, while providing satisfactory service.
10. Write clear and concise reports, policies, and procedures.
11. Communicate effectively in writing to employees, the public, government agencies, and other stakeholders.
12. Review and edit reports, memos, and technical writing to ensure quality work products.
13. Perform basic mathematical calculations (e.g., addition, subtraction, multiplication, division, percentages) to prepare various program and project reports and summaries.
14. Analyze numerical data to draw conclusions and make recommendations regarding the work unit/office.

## VETERANS PREFERENCE

Veterans' Preference credits will not be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference credit.

## CAREER CREDITS

Career Credits will not be added to the final score of this examination.

## ADDITIONAL DESIRABLE QUALIFICATIONS

### ALL LEVELS:

Possession of a valid driver license.

## DISCLAIMER

Please click on the link below to review the official California CalHR class specification:

<http://www.calhr.ca.gov/state-hr-professionals/Pages/job-descriptions.aspx>

## GENERAL INFORMATION

**Applications are available** at [www.jobs.ca.gov](http://www.jobs.ca.gov), CalHR offices, local offices of the Employment Development Department and the testing department on this job bulletin.

**If you meet the requirements** stated on this examination bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against a predetermined job-related rating, and all candidates who pass will be ranked according to their scores.

**The CalHR** reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

**In Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, at the State Personnel Board office or [www.jobs.ca.gov](http://www.jobs.ca.gov).

TTY is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device.

## **TAKING THE EXAM**

**When you click on the link below, you will be directed to the Training and Experience Questionnaire. At the end of the Training and Experience Questionnaire, it will be instantly scored.**

**[Click here to go to the Training and Experience Questionnaire for Manager 2 and Manager 3, DMV.](#)**